

We claim:

1. A method for providing travel services, the method comprising:
5 maintaining a traveler database having traveler information;
receiving a request for at least one travel service, the request identifying a traveler;
requesting information regarding the at least one travel service from a Global

Distribution System (GDS);

retrieving traveler data from the traveler database; and
10 displaying the traveler data in conjunction with the information from the GDS.

2. The method of claim 1, further comprising:
deferring a task related to the travel request;
15 routing the task to a travel counselor for completion.

3. The method of claim 2, wherein routing the task includes determining the travel
counselor to receive the task based on the type of task.

4. The method of claim 2, wherein routing the task includes determining that a travel
20 related service has become available.

5. The method of claim 2, wherein routing the task includes determining a skill grouping for the task.

6. The method of claim 1, wherein the at least one travel service includes an airline reservation service.

7. The method of claim 1, wherein the at least one travel service includes a hotel reservation service.

8. The method of claim 1, wherein the at least one travel service includes a rental car reservation service.

9. The method of claim 1, wherein the at least one travel service includes a train reservation service.

10. The method of claim 1, wherein the at least one travel service includes a limousine reservation service.

11. The method of claim 1, wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary.

12. The method of claim 1, wherein retrieving traveler data from the traveler database includes retrieving data regarding a co-traveler and further comprising copying the data regarding the co-traveler's itinerary into a current traveler's itinerary.

5 13. The method of claim 1, further comprising:

retrieving corporate travel data, said data including at least one travel policy;
determining a valid travel service option from the information from the GDS in
accordance with the at least one travel policy.

10 14. A computerized traveler service system comprising:

a travel services component capable of being communicably coupled to at least one
Global Distribution System (GDS);

a database management system operably coupled to the travel services component;

a client database maintained by the database management system and having client

15 information; and

a traveler database maintained by the database management system and having traveler
information;

wherein the travel services component presents graphical user interface (GUI)
elements selected from the at least one GDS and the traveler database in response to a request.

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15. The computerized system of claim 14, wherein the at least one GDS includes the Sabre
system.

16. The computerized system of claim 14, wherein the at least one GDS includes the Galileo system.

5 17. The computerized system of claim 14, wherein the at least one GDS includes the Amadeus system.

18. The computerized system of claim 14, wherein the at least one GDS includes the Worldspan system.

10 19. The computerized system of claim 14, wherein the at least one GDS includes an airline reservation system.

15 20. The method of claim 14, wherein the at least one GDS includes a hotel reservation service.

21. The computerized system of claim 14, wherein the at least one GDS includes a rental car reservation system.

20 22. The computerized system of claim 14, wherein the at least one GDS includes a train reservation system.

23. The computerized system of claim 14, wherein the at least one GDS includes a limousine reservation system.

24. The computerized system of claim 14, further comprising a call management system operative to forward requests to a user of the travel services component.

25. A computer-readable medium having computer-executable instructions for performing a method for providing travel services, the method comprising:

maintaining a traveler database having traveler information;

receiving a request for at least one travel service, the request identifying a traveler;

requesting information regarding the at least one travel service from a Global

Distribution System (GDS);

retrieving traveler data from the traveler database; and

displaying the traveler data in conjunction with the information from the GDS.

26. The computer-readable medium of claim 25, wherein the method further comprises:

deferring a task related to the travel request;

routing the task to a travel counselor for completion.

27. The computer-readable medium of claim 26, wherein routing the task includes determining the travel counselor to receive the task based on the type of task.

28. The computer-readable medium of claim 26, wherein routing the task includes determining that a travel related service has become available.

29. The computer-readable medium of claim 26, wherein routing the task includes
5 determining a skill grouping for the task.

30. The computer-readable medium of claim 25, wherein the at least one travel service includes an airline reservation service.

10 31. The computer-readable medium of claim 25, wherein the at least one travel service includes a hotel reservation service.

32. The computer-readable medium of claim 25, wherein the at least one travel service includes a rental car reservation service.

15 33. The computer-readable medium of claim 25, wherein the at least one travel service includes a train reservation service.

34. The computer-readable medium of claim 25, wherein the at least one travel service
20 includes a limousine reservation service.

35. The computer-readable medium of claim 25, wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary.

5 36. The computer-readable medium of claim 25, wherein retrieving traveler data from the traveler database includes retrieving data regarding a co-traveler and further comprising copying the data regarding the co-traveler's itinerary into a current traveler's itinerary.

10 37. The computer-readable medium of claim 25, wherein the method further comprises:
retrieving corporate travel data, said data including at least one travel policy;
determining a valid travel service option from the information from the GDS in
accordance with the at least one travel policy.